



# Summer 2009

***Note: Placer County Managed Care provides this newsletter as a service to our Network Providers. Articles presented here do not constitute an endorsement for any particular provider or mode of therapy.***

## Network Connection Newsletter

### **New Name And Phone Number for Family and Children's Services**

In the past, any Placer resident seeking services from the County, called our ACCESS number. However, a change occurred recently that you should note. As of July 1, 2009, Placer County residents seeking services for a child (under 18 years old) will now contact *Family and Children's Services* at **(916) 872-6549** or Toll Free **(866) 293-1940**.

Adults calling for services may still call *Adult ACCESS* at **(916) 787-8860** or Toll Free at **(888) 886-5401** just as before.

Please update your office voice-mail greeting with these new emergency contact numbers.

### **SOC Progress Note Template**

Many of you are aware that Placer County recently experienced an Early Periodic Screening Diagnosis and Treatment (EPSDT) audit. This is the audit where the State is able to extrapolate monies should a certain percentage of charts be deficient in required documentation per Medi-Cal requirements and standards. Remember that Placer County is a broker for the State for its Medi-Cal services, and is responsible for authorizing these services for its Medi-Cal beneficiaries. The County is also responsible for ensuring that its providers are in compliance with Medi-Cal regulations, which is why we have been conducting audits at your offices and making requests that you bring files and documentation up to these standards. For the recent EPSDT audit, we found it necessary to call many providers to come in to our office and bring their documentation into compliance. One of the most common issues was the legibility of progress notes. This was a time-consuming, inconvenient, and stressful process for all concerned.

Our experience with the current provider audits and the recent EPSDT audit identified a pattern of challenges with documentation. The Medi-Cal standard requires certain specific elements be included in every progress note. Most providers miss one or more required elements in their progress note documentation.

As of July 1, 2009, Placer County will require that the Placer County Systems of Care progress note template be utilized when documenting your contacts with our clients. This is a user-friendly document that guides you through all the necessary elements required by Medi-Cal, and is readily available on our website. The County feels that this will lead to fewer mistakes or omissions of required elements; thereby, making the auditing process go smoother for all!

One aspect of the progress note template that some may find cumbersome is that there can only be one client-contact per page. This will make your files slightly larger but, again, this is a Medi-Cal requirement. We have observed, in conducting our own audits, that providers who kept several notes on one page were usually deficient in some of the required documentation elements. Using one note per contact will eliminate this concern.

Thank you for your consideration and understanding. If you have further questions, you may contact Tom Lind, the Provider Liaison, at 530-889-6752 or [tlind@placer.ca.gov](mailto:tlind@placer.ca.gov).

# WELCOME NEW PROVIDERS!

**Please join us in a hearty welcome to our newly credentialed Placer County Network Providers...**

## LCSW

Lynn Cameron, LCSW  
Bonnie Wagner, LCSW

Auburn  
Fair Oaks

## MFT

David Dillman, MFT  
Eva Manzer, MFT

Roseville  
Rocklin

Our newly credentialed providers reflect a range of experience and specialty areas that will very effectively meet the needs of Placer County's consumers. We are pleased to have them "aboard!"

## Next Provider Relations Meeting

We invite you to attend the Network Provider Relations Committee meeting held the second Wednesday of every even-month. The next two meetings will be August 12<sup>th</sup> and October 14<sup>th</sup> from 10:30 a.m. to 12:00 p.m. We meet at the HHS Administration Building located at 379 Nevada Street, Auburn.

These meetings provide a great opportunity to stay updated on changes within the Managed Care Unit and Placer County Health and Human Services. They also provide a forum to ask questions, discuss concerns, and network with other Behavioral Health professionals and Placer County staff.

Also, we welcome Newsletter submissions from our Network Providers. Please limit your articles to approximately 350 words. You may e-mail your submissions to Tom Lind at [tlind@placer.ca.gov](mailto:tlind@placer.ca.gov), or fax it to (530) 886-5499.



## Managed Care Contacts:

**Twylla Abrahamson**, Program Manager: 530-886-5440  
**Michelle Johnson**, Managed Care Unit Supervisor: 530-886-5463  
**Linda Helling**, Patients' Rights Advocate: 530-886-5419  
**Tom Lind**, CSOC Ombudsman / Network Provider Liaison: 530-889-6752  
**Derek Holley**: 530-886-5407, **Margaret Chambers**: 530-886-5406  
**Patti Larson**: 530-886-5426, **Wally Keller**: 530-886-5410  
**Kristin Kolster**: 530-886-5403, **Mary Coleman**: 530-886-5421  
**Cami Burke**: 530-886-5455, **Carolyn Sherman**: 530-886-5439  
**Tami Burns**, PC Accounting Unit Provider Liaison: 530-886-1872  
**Erica Collins**, PC Accounting Unit: 530-886-1807  
**MCU FAX Number**: 530-886-5499

## Placer County SOC Office Closures

Some Network Providers may be aware that Placer County employees accepted Mandatory Time Off (MTO) / Furlough days for fiscal year 2009-2010 to assist the Board of Supervisors in balancing the County's Budget. Please note that **all** Systems of Care offices will be closed on the following 12 designated MTO/Furlough dates:

- Monday, July 6, 2009
- Friday, August 7, 2009
- Friday, September 4, 2009
- Friday, October 9, 2009
- Friday, November 13, 2009
- Thursday, December 24, 2009
- Friday, January 15, 2010
- Friday, February 19, 2010
- Friday, March 19, 2010
- Friday, April 16, 2010
- Friday, May 28, 2010
- Friday, June 18, 2010



## COMPLIANCE CORNER

### 2009 — EPSDT Audit Trends

It seems as if every time we turn around, some part of our system is being reviewed or audited for something. Recently, the Placer County Systems of Care had an EPSDT Audit. For those of you not as aware, this is the audit that results in money being taken back if notes are not present, do not meet medical necessity, or do not meet quality standards. This is also the audit that may result in “extrapolation.” Most of you have heard in training how a few notes can go from us paying back \$2,000 to us paying back \$100,000 if we meet a certain threshold in errors or omissions for this extrapolation. We are waiting for official news on whether our recent audit exceeded the threshold for that extrapolation to occur.

The last EPSDT audit for Placer County occurred in 2006, and very few files from the Network Providers were included in the sample reviewed. For 2009, the sample included 39 providers, including group homes, which is a significant increase. Although we have included information about audits and audit results in all of our Billing and Documentation Trainings, it appears as though some Network Providers were a bit surprised when contacted and told that files would be needed immediately. Some Providers even seemed surprised that we asked you to place your progress notes in the client’s file, and/or re-write notes in legible handwriting or submit them type written. We want to stress that we did not encourage you to change any content, just the format so it would be easier for auditors to read and understand.

We want all of you to understand that we do not receive much notice for these audits, and we cannot change the date of an audit for any reason. In addition, *audits can happen at anytime!* We are not excluded from another audit for the next three years like a DMH Audit. The State could schedule another EPSDT audit next week. With that in mind, and the trends that emerged from the most recent audit, **we are now requiring that providers use a template for your progress notes. The Systems of Care template can be downloaded from the Managed Care Unit website at [www.placer.ca.gov/managedcareunit](http://www.placer.ca.gov/managedcareunit).**

This template contains all the necessary elements for progress note documentation required by MediCal. The Managed Care Unit provider auditors have consistently observed the omission of “location of service,” time units of service, and a full provider’s signature (including licensure). The Systems of Care progress note template is user-friendly and required of our County staff to assist them in including all the necessary requirements/elements for which the auditors are looking.

The EPSDT audit focused much more on content of the notes this time, and a few trends emerged:

- Most of the recouped progress notes were for making appointments, reviewing charts, and completing unspecified paperwork. The State considers this administrative activity and cannot be billed to Medi-Cal;
- The State disallowed a progress note due to the client being in the hospital. Remember, this is a lock out situation, and acceptable billing submitted at this time is **ONLY** Targeted Case Management *for the stated and documented purpose of discharge planning only*;
- One note was recouped due to it being an administrative task and the clinician even stated how frustrated s/he was because s/he was not able to schedule an appointment with the client. Expressing frustration in progress notes does not make it billable to Medi-Cal;
- One note was recouped due to the note not being physically in the chart. This accounted for almost ½ of the disallowed number of minutes. Remember, the progress note is your receipt for services rendered.
- Some goals identified are not measurable. How do you measure “will be happy 3x a week”;
- Some Treatment Plans were too generic – “improving self-esteem” should not be used excessively. The auditors stated that clinicians “...should not be afraid to talk about the clinical severity of the client’s issues”;
- The auditors noted that interventions were not addressing how the clinician would ameliorate the mental health symptoms of the client.
- Each progress note should stand alone and should not require surrounding documentation to clarify it; and
- The auditors asked how our clinicians decide that children are ready for discharge as it does not appear the system allows children to be “let go” very frequently.

## COMPLIANCE CORNER - Continued

### TBS Public Information Forums for 2009

Therapeutic Behavioral Services (TBS) is a Medi-Cal mental health service that all counties are required to provide. A class action lawsuit from 1998, *Emily Q v. Bonta*, established TBS as Medi-Cal reimbursable under EPSDT and set out requirements for counties to inform members of the public of this service. Over the years, other rules have followed, and in 2008, additional requirements to increase TBS utilization were agreed upon as part of the settlement. One of these requirements is to hold informational forums for the general public and other county officials. Placer County held both of these in May, 2009, and will repeat them by May 2010.

A meeting, held on May 6<sup>th</sup>, included a designated list of individuals present to discuss TBS services across systems and how to provide these services in a more integrated manner. This is a bit easier for us in Placer County due to our philosophy and standards of care built around integration. Other counties do not have this discussion across systems, so the requirement was designed to direct the conversation.

The second meeting, a general forum, was advertised widely and open to the public. It was designed for providers, parents/youth, court members, the faith community, etc. This was held on May 29<sup>th</sup> at Cirby Hills. Eric Branson and Mike Lombardo delivered a presentation on TBS, and representatives from our contract provider EMQ, discussed how the program works practically. While it was not heavily attended, the information was valuable and well-received.

We continue to provide TBS services as it is deemed useful for our children and families. The new rules are designed to ease the regulations around TBS, and increase utilization overall, which is something we have already accomplished. Good work to all of you!

## CAPP CORNER



Most services are reimbursed at the standard published rate; however, when a Network Provider occasionally invoices for services identified as an "exception rate," the Provider must make certain that the service authorization reflects the exception rates. Should the Provider bill for a non-standard exception rate that does not appear on the authorization, regardless of the verbal agreement between the provider and the case worker, the CAPP unit must return the claim unpaid; then, the Provider must follow up with the case worker requesting an authorization correction. The CAPP unit has no knowledge regarding when a rare exception rate has been agreed upon between the Provider and the case worker, unless the service authorization reflects the appropriate exception rate.

Due to the MTO/Furlough County closures that have occurred already this year, and will continue to occur for Fiscal Year 2009/10, CAPP would like to remind providers that payments may be delayed. We appreciate your patience as we all struggle through these challenging times. For the twelve FY 2009/10 MTO/Furlough dates please refer to the article "[Placer County Office Closures](#)" found on Page 2.

Thanks,

*Erica Collins, Tami Burns, and the CAPP Unit Staff*



# COMPLIANCE CORNER - Continued

## Family Outcomes and the Measure of Success

Network Providers, as part of the CSOC team, deliver great services to children and families. Of course, a family's response to those services is often dynamic and dependent on many factors. It doesn't fit neatly into a mathematical formula, nor can families define their success in care with the same certainty as saying, "It's 49 degrees outside, today." Often, the most objective way for a person to know when goals have been met, is to look back to see how far they've come since the start. This is the process of evaluation, and the purpose of the Outcomes Screening Form.

The creation of the CSOC's integrated service model, some 20 years ago, offered us a chance to provide a truly seamless service delivery system to address family needs through one family oriented plan. Historically, siloed services resulted in the development of separate service cultures and a host of regulations, many of which had nothing to do with the health or safety of our children and families. They also created barriers.

One such barrier was the measure of outcomes. Each profession brought to the partnership their own set of measures of a family's or client's success and many of the measurements were cemented in State regulations. Instead of requiring staff to complete 50 evaluation forms on every family, CSOC needed one format, one method of clearly demonstrating a family's progress no matter what service "door" the family entered, or which service they received. One vision emerged:

***"All children, families and adults in Placer County will be self sufficient in keeping themselves, their children and their families safe, healthy, at-home, in-school or work and out-of-trouble."***

That vision soon led to the development of a single evaluation form, the Placer County Outcomes Screening Form. It is a 20 question measure in five (5) life skills areas, started as a cooperative venture between the county services and community based partners. Currently, under a state waiver, CSOC uses the Outcomes Screening Form as a broad based evaluation process of family change in lieu of the Department of Mental Health's mandated outcomes document.

The outcomes tool has proven to be a valid measure of family change and is an effective method of replacing a myriad of disciplinary-specific surveys. When used effectively, it defines a starting point of the intervention in the life of a family, it identifies progress along the way, and it helps tell us how far we have come at the end of the journey.

We appreciate your support in helping our evaluation efforts. Please continue filling out the Outcomes Screening Forms on all children (CWS, Mental Health or Probation) who you see upon completion of the assessment, at every request for additional services, and upon discharge. And remember to send a copy to the Managed Care Unit for entry into our database.





## PROVIDERS' CORNER

### Position Opening - Domestic Violence Intervention Instructor

Sierra Family Services is looking for part-time staff to work in their Certified 52-week Batterer's Intervention Program. The psychoeducational groups use a curriculum developed to offer participants the opportunity to learn new skills and gain personal insight by confronting distorted belief systems and unhealthy conflict resolution styles.

Qualified applicants **MUST** possess a Masters degree in Psychology, Social Work, Marriage and Family Therapy or related field. Also **MUST** have experience working in the field and with group facilitation. Experience with the population preferred, but not necessary. However, applicant must be familiar with dynamics seen in relationships where domestic violence is present and with the cycle of abuse. Position is for 5 to 12 hours per week, in the evenings, with pay based on experience. If interested, please send cover letter and resume to [staff@sierrafamily.org](mailto:staff@sierrafamily.org) or FAX to: (916) 783-9145.

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### Riding High Update

Riding High Equestrian Program was the proud host of Susan Rugari, PhD, RN, CNS from Texas Christian University, Fort Worth, Texas who did a research project May 21 through 23<sup>rd</sup> on "The process of Equine Facilitated psychotherapy and Equine Assisted psychotherapy: An Ethnographic Pilot Study." Riding High Equestrian Center was chosen as one of five (5) in the United States.

A new "Lives Touched by Cancer group" begins June 4<sup>th</sup>, and each Thursday from 12-2, for Cancer survivors. TTouch by Tina Hutton, harp music, shoulder massage, and a Future Focus Play Day. Riding is available with a Drs. note; pet the animals, brush a big draft horse for arm exercises. Come play, have fun, and look forward to tomorrow.

A Transitional age Social group for Aspergers mixed with social skill needs: Fridays from 2:30-4 p.m. For ages 17-21. Horses help heal. We would like to do a separate Boys and Girls group, but at present we are mixed. Referral accepted for Social Skills Group for ages 12-16.

A Leadership Group for all ages, ride, interact and help take animals (including horses) to Assisted Living facilities. Teens and seniors together through animals. Every other Saturday 1-3 PM.

A Summer Horse Camp for youth ages 7-11 and 12-16 years the weeks of June 15-18 and June 22 -25, 2009. Lead by a Therapist and two NARHA certified Riding Instructors/ Private riding lessons available by appointment.

Equine Facilitated Therapy available Monday – Wednesday for Individuals, Thursday and Friday for Groups, and Saturday Private and Leadership Group from 12-3.

Please contact us if you are interest in "Safe from the Start" a neurobiological approach to childhood trauma. The last training was wonderful and we'd like to do it again from 11am -3pm (Lunch provided). Use of horses included. Call Debbie at 530-888-8891. Date to be set by need!

Please come and visit our 10 acre ranch with our 28 animals and our new Percheron/Fresion draft horse, Lovee. Call Honey Cowan, Executive Director 530-888-8891.



## PROVIDERS' CORNER - Continued

### The BioPsychoSocial Disorder for Americans with Addiction Disability

By Don Troutman

Addiction is a disability. It is a condition that hampers the life activities of the affected person and is mentioned in the Americans with Disabilities Act as a disability.

At Clean & Sober Living, Fair Oaks, CA we view addiction as a BioPsychoSocial Disorder that causes a disability. We feel it requires attention in all three areas: bio, psycho and social, for one to be successful. We have developed our program to meet these needs.

- The "Bio" part of addiction is the physical dependency on substances. This part of addiction is dealt with by Clean & Sober Detox. Clean & Sober Detox engages the client while they are going through the detox experience. They have one-on-ones, participate in groups and attend 12-step meetings. We have found that this reduces boredom and prepares the person for the next step.
- The "Psycho" part of addiction is addressed by Clean & Sober Recovery Services. Our recovery home is a 28 day program with 40 hours/ week of counseling and training on the disease of addiction. The "Psycho" part of the disorder deals with the mental obsession of addiction.
- The "Social" part of addiction is the part of addiction that deals with obsession related to our social environment. We handle the "Social" part of the disorder by having the client live at Clean & Sober's Adult Recovery Maintenance Facility. It is here they realize they are the commander of their own ship and accept responsibility for their recovery.

We are finding that people that will negotiate all three modalities have a high success rate.

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### Mobile Therapy — An Invaluable Service

John Hall, MFT, Family Therapist, has been counseling adults and children in their homes for the past ten years. The following are some examples as to why a mobile service referral may be worthwhile and needed in the Placer County community:

- Someone has absolutely no transportation to travel to an office, either via family, community resources, or neighbors
- Someone has severe physical impairments that prohibit going outside the home
- Someone has a major psychiatric condition that prohibits travel outside the home

You may contact John for added information for his valuable contribution to families in need at 530-355-8430. He is willing to travel anywhere within a 30 mile radius of Roseville, provided the Medi-Cal client is eligible for services.

**Clients and Providers must obtain prior authorization before engaging in any mental health services, and requests for mobile therapy should be carefully screened to determine medical necessity and/or level of hardship.**



## PROVIDERS' CORNER - Continued

### Meet Mariko Mally, RN, MFT

As a licensed MFT, I specialize in psychotherapy working with clients holistically. This means I take into consideration the range of body-mind issues: physical, emotional and spiritual. This treatment is grounded in traditional psychotherapeutic concepts and incorporates cognitive/behavioral, family systems, and psychodynamic interventions. It encourages the client to take an active role in the healing process, along with their family members. Often chronic physical problems are connected to emotional issues that might not have been addressed. This approach considers individual heredity, physical activity, nutrition, environment, and physical health.

This holistic approach originates from my background as a nurse. I started out as a neonatal intensive care nurse, watching over tiny and resilient preemies. I was able to be a part of emergency transports, high-risk deliveries, and then cuddle normal newborns on a rotational basis. This allowed me to provide instruction in infant care and lactation.

I moved from neonatology into mental health where I worked part-time as a psych nurse at Sutter Center for Psychiatry working in adult and adolescent lock down units, along with open units. I conducted counseling and educational groups, performed individual counseling, and dispensed medications. My most memorable job was working for Geriatric Network where I completed home visits to some interesting locations and performed assessments in every nook and cranny of Sacramento County, including performing 5150 assessments.

My practice focus is on very young children (3 years and up), adolescents, and adults using a variety of modalities including play therapy, art therapy, and sand play. I have extensive background treating trauma including but not limited to sexual abuse/assault, physical abuse and domestic violence. This training came from working four years for Child and Family Institute in Sacramento, where I facilitated groups for children, adolescents, and families who experienced sexual abuse.

But my all time favorite job was working as a school nurse for the severe handicapped children. Although they could not speak, they communicated such joy and appreciation for being at school. I also worked with emotionally disturbed children, managing the health status for children with diagnosis ranging from Aspergers to Schizophrenia. I also completed health assessments for the special education students in the court and community schools in Sacramento County, Juvenile Hall, Boys Ranch, and various court and community schools.

In the current state of budgets, I also wanted to mention that I have extensive training in brief therapy modalities such as EMDR, EFT (a simpler version of Thought Field Therapy), and AIT (Advanced Integrative Therapy). These forms of energy psychology work with the body's central nervous system and autonomic nervous system. For additional information about my services, contact me at (916) 715-9894 or by email at [mariko.mally@gmail.com](mailto:mariko.mally@gmail.com).

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### Office Space Available

Upstairs dormer-style office available in charming stone house in downtown Auburn. The 500 square feet includes a large office with separate waiting area and a private bath. Excellent and easy access from Highways 80 and 49. Rent is negotiable and includes high speed internet and utilities. Please call 530-368-1952 or 530-885-0360 for more information or to schedule a walk through. Asking \$490/month.



# ANNOUNCEMENTS

**August 28, 2009**

## **Network Provider Collaborative Mental Health Documentation and Billing Training**

Subject matter covered:

- Documentation and Billing that satisfies Medi-Cal requirements and standards
- Medi-Cal Beneficiary Protection
- Patient's Rights, Grievance and Appeal processes

Friday, August 28<sup>th</sup> 8:30am — 12:00pm  
Loomis Veterans' Memorial Hall  
5945 Horseshoe Bar Rd.

Call Mary Ann Medeiros at 530-886-2865 to register.  
Please provide your license number for CEU certificate.

## **New Alateen Meeting in Auburn!**

Who: Kids affected by Alcoholism  
Ages 10-18

Where: Unity Church of Auburn  
1212 High Street

When: Monday Evenings  
7:30—9:00 pm

For more information contact  
Jacki at (530) 320-5933 or Julie (530) 308-3904

## **Save the Date!**

**October 23, 2009 8:30—12:00  
Network Provider Collaborative**



## JULY

**July 3 — Independence Day**, County offices closed

**July 6 — Mandatory Time Off**, County offices closed

## AUGUST

**August 7 — Mandatory Time Off**, County offices closed

**August 12 — Network Provider Relations Committee**,  
10:30 am to 12:00 pm. 379 Nevada St, Auburn.

**August 20 — Beneficiary Protection Training**,  
8:00 am to Noon. Loomis Veterans' Hall at  
5945 Horseshoe Bar Road

**August 28 — Network Provider Collaborative**, Medi-Cal  
Beneficiary Documentation and Billing. See  
Announcement section for more information.

## SEPTEMBER

**September 4 — Mandatory Time Off**, County offices  
closed

**September 7 — Labor Day**, County offices closed

## OCTOBER

**October 9 — Mandatory Time Off**, County offices closed

**October 12 — Columbus Day**, County offices closed

**October 14 — Network Provider Relations Committee**,  
10:30 am to 12:00 pm. 379 Nevada St,  
Auburn.

**October 23 — Network Provider Collaborative**,  
Save the date!

